

**Animal and Plant Health Inspection Service
Regional Response Dispatcher
Logistics Management Specialist
GS-346-05/07/09**

INTRODUCTION:

This position is located in the Regional Office of an APHIS program. APHIS has been designated the lead USDA Agency for ensuring readiness and support of animal and plant health emergencies, Emergency Support Functions (ESF) 11 and all hazards emergencies. The incumbent in this position assists in an integrated nationwide effort to accomplish this mission.

The primary purpose of this position is to provide a wide range of dispatch, logistical and administrative support functions. The incumbent is responsible for maintaining and utilizing a centralized agency-wide database and dispatch system to deploy APHIS employees and physical resources to emergencies involving domestic and international implications which affect animal, plant, and wildlife health emergencies to include assets utilized in extraordinary program disease response.

DUTIES AND RESPONSIBILITIES:

Coordinates with program managers and emergency personnel to identify qualified individuals for pre-determined positions established in the system.

Maintains and updates database to search and dispatch APHIS personnel and physical resources to emergencies and other situations affecting animal and plant health. Determines the status of available resources and ensures this information is made available in a timely manner.

Coordinates with the principle mobilization contact on the MRPBS Emergency Preparedness Staff on mobilization, reassignment and demobilization of resources. Responds to resource requests from other dispatchers. Serves as backup for other dispatchers.

Provides technical and administrative support to APHIS logistics officers/staffs, APHIS dispatchers, and other personnel during emergencies. Sets and adjusts short-term and long-term priorities and prepares schedules for completion of work.

Compiles and distributes sound advice and guidance provided by experts on APHIS travel, time and attendance, leave and compensation policies and procurement procedures and regulations.

Provides resource availability status, incident statistics, mobilization response data, situation reporting, indices charts, and management briefings.

Recognizes and provides to management trends in data to identify shortages, logistics difficulties, scarcity of resources and make recommendations to management.

Reviews internal operational systems and procedures, including handbooks and operational plans, makes recommendations for development or improvement.

Monitors and assures completion of daily, weekly, monthly and year-end required records, reports and summaries.

EVALUATION FACTORS:

Factor 1: Knowledge Required by the Position

Considerable knowledge of dispatch procedures and guidelines used in dispatch of personnel, equipment and supplies for emergency management activities to update guidelines, propose changes to guidelines, issue internal instructions and resolve dispatch problems.

Knowledge of disaster preparedness and relief systems as it relates to all APHIS program and animal, plant, and wildlife emergencies in order to (1) perform dispatch coordination functions with varying internal procedures; (2) develop information for special reports and briefings; (3) develop alternative strategies when competing units are requesting resources in short supply; (4) update and revise logistics guidelines and procedures for the programs serviced; and (5) locate additional sources for resources.

Knowledge of computer programs and data output to (1) solve data entry/retrieval problems; (2) run queries and produce reports; (3) train other personnel in their use; and (4) develop operating guidelines and procedures.

Knowledge of various APHIS program operational activities, interrelationships, and emergency program structures in order to determine the most appropriate resource for a specific mission.

Knowledge of qualitative and quantitative techniques to plan, schedule and efficiently and effectively evaluate and recommend future resource needs. Knowledge and skill in adapting analytical techniques and evaluate criteria to measure and improve resource availability, forecast short and long term trends, and increase efficiency in delivery of resources.

General knowledge of and ability to refer questions concerning time and attendance, travel, and procurement regulations, policies and procedures to appropriate experts.

Ability to work and communicate effectively with others in stressful situations over long periods of time under urgent and frequently changing conditions.

Ability to organize and prioritize work with an emphasis on attention to detail.

* The incumbent will be required to successfully complete ARMS (ROSS) training as well as EQS System training. In addition, the incumbent will be required to complete or provide documentation of completion for Incident Command System courses IS 100/200/700/800. Further ICS courses may be recommended after hire.

Factor 2: Supervisory Controls

The supervisor assigns work, provides general instructions and sets overall goals and standards of performance.

The incumbent independently plans and carries out the work handling problems in accordance with instructions, policies, previous training, or accepted practices. Makes recommendations on improving operating procedures.

The incumbent informs the supervisor of concerns, issues and problems in a timely manner where they may have widespread impact on the emergency incident or the program(s) involved.

Daily work is reviewed through analysis of post activity; e.g., what has been achieved, appropriateness, and conformity to policies and procedures.

Factor 3: Guidelines

Guidelines are found within agency and interagency manuals, handbooks, directives, operating plans and policy statements of the agency(ies) represented.

The incumbent is expected to use sound judgment, creativity, innovation and ingenuity in applying guidelines, and is permitted broad latitude for independent and innovative action due to the wide range of variables under which the work is accomplished. Each incident is different, and the requirements for safe, timely, cost effective and legal operations given the number and variety of situations encountered in carrying out assignments requires the incumbent to adapt or extend guidelines or choose from among alternative procedures.

Factor 4: Complexity

The incumbent is responsible for the coordinated dispatching and mobilization of multiple agency resources with many different schedules, staffing, availability and objectives. The incumbent may need to coordinate with other Federal, State, Tribal and local agencies. The incumbent analyzes specific situations encountered and selects the most appropriate course of action in relation to the party involved.

The incumbent must make decisions and apply logic in selecting the appropriate techniques to accomplish the requirement of the position. The incumbent must be able to assess situations quickly, often under stress, and determine the most appropriate resource and qualification requirements.

The incumbent's job is complicated by the necessity to coordinate efforts by multiple jurisdictions and by the geographical expanse of the operation.

The incumbent must be able to identify both short and long-term trends to apprise management or emergency officials of the availability of resources. The incumbent must have the ability to plan, organize and implement detailed operational plans and make allowances for needs and requirements by utilizing and extrapolating the data from previous incidents or current utilization rates of resources.

The complexity increases with having to anticipate needs and establish priorities during incident situations. Each situation contains a wide range of variables, including current situation, anticipated needs, resource location and availability. The work requires the individual to have a high degree of communication skills when negotiating with APHIS personnel, local, state, and Federal agency officials, private and volunteer disaster-related resource people, special interest groups, and government contractors. The work is further complicated by the limited time constraints that require total coordination and planning with officials from requesting and deploying offices.

Factor 5: Scope and Effect

The purpose of the work is to manage the agency-wide database and dispatch system to deploy APHIS employees and physical resources to emergencies involving domestic and international implications which affect livestock, plants, and wildlife.

The incumbent identifies and develops ways to resolve problems or cope with issues which directly affect the accomplishment of the program goals and objectives. Failure to respond to emergency incidents in a prompt and competent manner has the potential to result in significant loss of livestock, plants, and wildlife and jeopardizes agency goals and programs on a national and international basis.

Factor 6: Personal Contacts

Contacts are routinely made with APHIS managers and staff, local, state and federal government agencies, private and volunteer disaster-related resource people and government contractors.

Factor 7: Purpose of Contacts

Contacts are for the purpose of coordinating work efforts to ensure deployment of APHIS employees and physical resources to emergencies and other situations. The contacts involve complex situations which often require persuasion and tact in arranging an acceptable compromise between requesting and providing units. The incumbent may encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems.

Factor 8: Physical Demands

The work is mostly sedentary. It may involve some walking, standing, bending, or carrying of light items; however, no special demands are required and alterations or physical requirements can be easily accommodated.

Factor 9: Work Environment

The work is performed in comfortable indoor settings such as offices, meeting rooms, and other facilities that involve commonplace risks and discomforts and require no unusual safety precautions.